

case manager. The case manager logs onto the web site using his own ID and code. He then types in the information about the patient which the program prompts. (See computer printout).

Once registered, the patient will log on to the system periodically through Internet or telephone to report whether or not he has taken the medication, and report about symptoms and side effects. (See computer printout). The physician and case manager will review this information and make clinical interventions.

The system provides the patients with various means such as personal computers, phones, and PDA's to enter periodic responses. The system can also notify the patient by voice or text messaging. The system uses voice portals for all patients regardless of Internet access. Under this interactive voice system, the patient responds to the questions by dialing a local or a toll free number, entering ID and a password. The system is capable of speech and natural language recognition such as English or Spanish. An added feature of the automated interactive voice system is that the system can call the patient and initiate the questions in case the patient has not responded for a period of time. Through the interactive voice system, the patient can also leave a free formatted voice message for the physician or case manager.

The system provides for both synchronous and asynchronous communication between the patient and physician, the physician and case manager, and patient and case manager to discuss key issues related to treatment.

In addition to usual clinical practice, the system also serves as a tool for pharmaceutical research to monitor compliance and collect data concerning efficacy and side effects of a particular study medication regimen.

In order to protect the privacy of the patients and file security, the system allows the physician, case manager, and patient to register and access the system through their own separate codes.

#### CLAIM

What we claim as our invention is a real-time voice/text integrated web-based program which enables physicians and case managers to monitor the self-report of medication compliance, symptom response, and side effects by patients without a visit to the office.